



MANCHESTER  
CITY COUNCIL



# LET US HELP YOU

**Help and support for your  
council tax payments.**

Call us on 0161 234 5002  
Monday to Friday, 9am–6pm.

[www.manchester.gov.uk/counciltax](http://www.manchester.gov.uk/counciltax)

We know that times are tough, so we're offering extra help and support to residents who may be struggling. If you are behind with your council tax, contact us so we can work out a solution together.

**Call us on 0161 234 5002, Monday to Friday, 9am–6pm.**

We could:

- Change your payment plan
- Check if you're entitled to Council Tax Support if you are on a low income
- Check if you are entitled to other benefits administered by DWP
- Get money off if you qualify – and extra help even if you don't.
- Give you a 'breathing space' from paying off any previous years' arrears
- Give extra help for severe, unusual hardship
- Offer special support if you're vulnerable.

### **Make sure you claim everything you're entitled to**

Every year, more than £15 billion goes unclaimed across the UK. Many benefits and discounts aren't granted automatically. Depending on what you're eligible for, you may need to apply to the Council or the Department for Work & Pensions.

### **Here are some examples of the support available to residents in 2023/24:**

A working-age single person living in a band A property and in receipt of Universal Credit and Council Tax Support could have received:

- » Council Tax Support Fund payment: £25
- » Cost of Living Payment (awarded in three instalments): £900

**Total: £925**

**We're here to help  
and support you.**



**A working-age couple living in a band A property and in receipt of Universal Credit, Council Tax Support and Personal Independence Payment could have received:**

- Council Tax Support Fund payment: £25
- Cost of Living Payment (awarded in three instalments): £900
- Disability Cost of Living Payment: £150

**Total: £1,075**

**A working-age couple with three children living in a band B property and in receipt of Working Tax Credit and Council Tax Support could have received:**

- » Council Tax Support Fund payment: £25
- » Cost of Living Payment (awarded in three instalments): £900
- » Household Support Fund payment: £500 (awarded in two instalments)

**Total: £1,425**

**A pension-age single person living in a band E property and in receipt of Guarantee Credit and Council Tax Support could have received:**

- » Cost of Living Payment (awarded in three instalments): £900
- » Pensioner Cost of Living Payment: £150 or £300 (depending on age and circumstances)

**Total: £1,050 or £1,200**

Make sure you are getting all the additional income and discounts you are entitled to. For information on benefits issued by the council visit [www.manchester.gov.uk/benefits](http://www.manchester.gov.uk/benefits)

## Prefer non-Council advice and support?

We recommend free, independent money advice, as well as talking to us.

Citizens Advice Manchester will help with debt advice benefit claims:

0808 278 7800 and 0808 164 4406  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

Money Adviser Network gives free, independent Government-funded debt advice:

0800 138 7777  
[www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)

StepChange Debt Charity helps you deal with debt and get back on track:

0800 138 1111  
[www.stepchange.org](http://www.stepchange.org)

National Debtline:

0808 808 4000  
[www.nationaldebtline.org](http://www.nationaldebtline.org)



See all of your options  
on how to pay here.

Call us on 0161 234 5002  
Monday to Friday, 9am–6pm.

[www.manchester.gov.uk/counciltax](http://www.manchester.gov.uk/counciltax)

